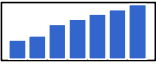




Military Health System Health Care Reengineering



Population Health

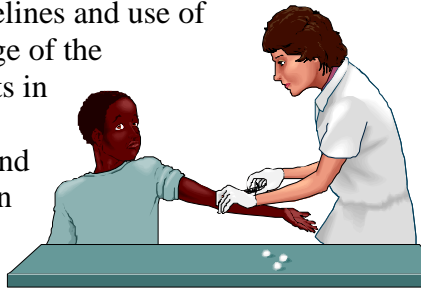
Jan. 2000

Diabetes Care Population Health Program

The Initiative: The 81st Medical Group (81MDG), Keesler AFB, Miss., developed the Diabetes Care Population Health Program based on the National Committee for Quality Assurance's (NCQA's) proposed new indicator set, HEDIS 2000. Using relational databases and real-time extracts from the local Military Health System information systems, a flexible measurement and feedback tool was created. The utility of the tool comes from its capability to drill down to individual diabetic patient data so providers can ascertain who missed vital screening exams and prioritize those demonstrating abnormal findings for follow-up. Nursing personnel work from standardized parameters to order laboratory exams, schedule follow-up appointments and recapture those enrollees resistant to routine care.

The Results: Adherence to practice guidelines and use of screening exams increased, and the percentage of the population receiving recommended blood tests in the past year climbed from 82 to 88 percent. Measures of glucose control also improved, and more than 90 percent of the service population achieved results below target levels.

Category: Clinical; **Reference** #99034.



Provider Perspectives

The Initiative: TRICARE Southeast (Region 3) has harnessed data available within existing systems to develop a population health management provider support tool named *Provider Perspectives*. Using data from the Ambulatory Data System (ADS), the Corporate Executive Information System (CEIS), the Composite Health Care System (CHCS) and CHAMPUS, behavior patterns of patient populations are analyzed and outcome measures are developed. These measures are then compared against appropriate benchmarks and given to primary care managers (PCMs) to determine whether or not action is warranted and what action to take.

Analysis is performed at the Military Treatment Facility (MTF), specialty clinic, PCM, panel member and episode of care levels.

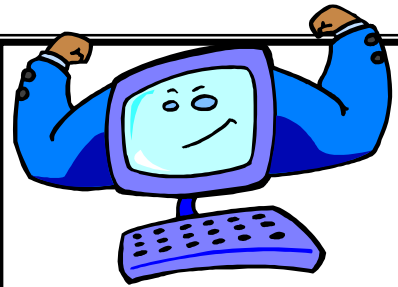
The Results: Provider Perspectives has been deployed at two bases and is successfully analyzing clinical outcomes and improving health care for those patient populations. Due to the demand for this tool, efforts are under way to Web-enable the application, providing enhanced capabilities, ease of use and access.

Category: Clinical; **Reference** #99064.



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Benefits of Using a Clinical Integrated Workstation (CIW)

The Initiative: The primary purpose of the CIW project is to provide direct information management support to the practicing clinician at the point of care. The CIW implemented at Scott AFB, Ill. and Belleville, Ill, allows providers to reliably access available information about their patients and, at the same time, make it easy for them to electronically document the current encounter for future reference and to capture and analyze population information for education and research.

The Results: The CIW can be used in any Department of Defense medical facility and allows analysis based on a variety of discrete data fields. This information can also be used in educational and research projects, cost review, provider quality assurance review and decision support applications. Another educational application of the CIW is the training of residents and physicians in complete documentation of an encounter and in improving the quality of ambulatory care.

Category: Training & Education; **Reference** #99023

Regional Breast Care Network Program



The Initiative: The Regional Breast Care Network Program unites Military Treatment Facilities (MTFs) within Region 9 through the collection of all breast-related health care encounters (clinical, radiological, laboratory, etc.) in a central database. In addition to making patient data available to any MTF instantaneously, the system also provides epidemiological data, screening tickler lists, compliance analyses and quality of care and efficiency analyses.

The network also includes Registered Nurse Facilitators at the Breast Education Centers at each MTF. Through analysis of the data gathered, region-wide minimum standards aimed at improving the treatment process without restricting treatment options have been established. Issues addressed by the standards include:

- Pathology and radiology turnaround times
- Psychosocial issues
- Mammogram and clinical breast exams consolidated to the same day
- Mammography reminder notification

Category: Clinical;
Reference #98019.

Asthma Education Project



The Initiative: The Asthma Education CD-ROMs developed by the Center for Total Access at Fort Gordon, Ga., provide asthma patients with a fully interactive, narrated, customized educational experience. They receive a printout suitable for record entry, based on their asthma severity. Additionally, providers can obtain CME/CEU credit once they complete six case studies where they are required to assess symptoms, order tests, diagnose conditions and prescribe treatment.

The Results: Using this program in the asthma resource center, pre- and post-utilization testing revealed that there was a statistically significant increase in asthma awareness and management by patients after viewing this program. The interactive program also includes the National Institutes of Health guidelines for asthma management that were released in late 1997.

Category: Training & Education; **Reference** #99004.

What Is MHS Reengineering?

The Military Health System (MHS) defines reengineering as, "A spectrum of activities from incremental or continuous improvement to radical transformation that critically rethinks and redesigns products and service processes to achieve mission performance gains." Reengineering improves quality of care and access to care, increases satisfaction of patients and staff, and decreases health care delivery costs.

What are fact sheets?

People in the MHS share their innovative programs with the Health Care Reengineering (HCR) Program by submitting initiatives. We then summarize selected initiatives and results in fact sheets. One goal is to give MHS staff a sampling of how reengineering can help them and their customers. Another is to encourage the MHS staff to look on the HCR Web site for more initiatives.

How can I get more information on initiatives?

We post initiatives on our Web site. You can download the complete submission, which also contains contact information for the initiative submitter. After surfing to the Reengineering Program's home page, just go to "Innovations & Initiatives," then follow the link to the "Abstracts." Initiatives are organized by category and reference number.

How can I share my initiatives?

Submissions from the field are critical to the success of the MHS and everyone in the MHS is encouraged to participate. Initiatives can be submitted via the World Wide Web, fax, e-mail and regular mail.

How can I contact the HCR staff?

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